LOC - Call Center

Responsibilities

Receives Trouble Reports for all CLEC's

Tests POTS Service Using (MLT Testing)

Refers Trouble Reports to the Appropriate Center

Utilizes Local Geographic Area Repair Commitments

Utilizes ECRS Timers for POTS Escalations to Field

Maintains Grade of Service (GOS) in Parity with Retail

LOC - Provisioning & Maintenance

Responsibilities

Control Center for all CLEC Service Orders

Test Special Services Trouble Reports

Refer Trouble Reports to the Appropriate SWB Centers

Schedule of Tours, 6:00 A.M. to Midnight 7 Days a Week

Available via Call Out 24 X 7

LOC - Process Flows

Provisioning

- CTR1
- FCD
- Due Date
- Coordination
- Acceptance

Maintenance

- Control Center
- Hand-Off to the Market Areas
- Test Assist

LOC - Projects

Interconnection

Large LNP Ports

Central Office Conversions

DS3 Back-Bone Implementation

LOC - Service Management

Focus

SWB and CLEC Quality

OSS Utilization

Parity of Service

LOC - Service Management

Scope

Facilitate Customer Understanding of SWB Operational Processes

Champion OSS Utilization (Prov. & Maint.)

Act as the Customer's Interface within SWB for Operational Issues

Facilitate Customer Meetings to Discuss Service Results, Projects

LOC - Service Management

Responsibilities

Provide Analysis of CLEC Specific Service Results

Develop and Implement SWB/CLEC Process Improvement Initiatives

Joint Process Improvement Initiatives with the Market Areas

Project Manager for Local Operations

Local Number Portability
LNPC Functionality

Handle All CLEC LNP Activity

Receive Notifications from NPAC

Verify LNP Activation

Resolve Subscription Conflicts

Manually Activate Porting When Required

Provide Support for Coordinated Cuts

Established as an Extended Hours Center
(7:00AM - 7:00PM M-F)

Customer Action Support Team (CAST)

Responsibilities

24 x 7 Hour "Hotline"

MTA Available as First Point of Escalation

Provides an Additional Point of Contact when the Normal Escalation Channels have not Provided a Timely Solution

Local Operations Center

Thank you

Industry Markets Operations

THANK YOU

Loop Qual Data Elements by Qualification Type by Region

	Data Element	Loop Qual (design)				LFACS (actual)				MLR (engineer)			
	Region	PB/NB	SWBT	SNET	*AIT	PB/NB	SWBT	SNET	*AIT	PB/NB	SWBT	SNET	*AIT
1	Total Loop length	X	X	X		X	X	X	X	X	X	X	X
2	Loop length by segment (F1, F2)	X	X	X		X	X	X	X	X	X	X	X
3	Loop length by gauge	X	X	X		X	X	X	X	X	X	X	X
4	26 gauge equivalent loop length	X	X	X		X	X	X	X	X	X	X	
5	Quantity of load coils	Note 1	Note 1	Note 1		X	X	X	X	X	X	X	X
6	Length of bridged taps					X	X	X	X	X	X	X	X
7	Loop Medium Type	X	X	X		X	X	X	X	X	X	X	X
8	Overall Qualification Status	X	X	X		X	X	X		X	X	X	
9	Source of data	'B'	'B'	'B'		'A'	'A'	'A'	'A'	'C'	'C'	'C'	'C'
10	Location of load coils					Note 2	Note 2	Note 2	X	X	X	X	
11	Presence of repeaters								X	X	X	X	
12	Location of repeaters								X	X	X	X	
13	Type of repeaters									X	X	X	
14	Quantity of repeaters								X	X	X	X	
15	Type of plant (aerial or buried)					X	X	X	X	X	X	X	X
16	Location of bridged tap					Note 2	Note 2	Note 2	X	X	X	X	
17	Quantity of bridged tap by occurrence					Note 2	Note 2	Note 2	X	X	X	X	
18	Location of bridged tap by occurrence					Note 2	Note 2	Note 2	X	X	X	X	
19	Location of range extenders					X	X	X	X	X	X	X	
20	Location of pair gain devices									X	X	X	
21	Type of Digital Loop Carrier (DLC)					X	X	X		X	X	X	
22	Location of DLC									X	X	X	
23	Presence of disturbers in same or adjacent binder groups	X	X	X		Note 4	Note 4	Note 4	X	X	X	X	
24	Presence of Remote Switching Unit (RSU)					X	X	X	X	X	X	X	
25	Location of Remote Switching Unit (RSU)									X	X	X	
26	Type of Remote Switching Unit (RSU)					X	X	X		X	X	X	
27	Resistance zone					X	X	X	X	X	X	X	
28	Presence of ADSL Capable Remote Terminal (RT)	X	X	X		X	X	X	X	X	X	X	
29	Presence of Non-ADSL Capable Remote Terminal (RT)	X	X	X		X	X	X		X	X	X	
30	Availability of ADSL capable RT	X	X	X		X	X	X	X	X	X	X	
31	Target deployment date of ADSL capable RT	X	X	X		X	X	X	X	X	X	X	
32	Location of ADSL capable RT by address					X	X	X		X	X	X	

Loop Qual Data Elements by Qualification Type by Region

	Data Element / Region	Loop Qual (design)				LFACS (actual)				MLR (engineer)			
		PB/NB	SWBT	SNET	*AIT	PB/NB	SWBT	SNET	*AIT	PB/NB	SWBT	SNET	*AIT
33	Location of ADSL capable RT by CLLI	X	X	X		X	X	X	X	X	X	X	
34	Location of non-ADSL capable RT by address					X	X	X		X	X	X	
35	Location of non-ADSL capable RT by CLLI	X	X	X		X	X	X		X	X	X	
36	Wire Center Code (NPANXX)	X	X	X		Note 3	Note 3	Note 3	X	X	X	X	
37	Taper Code	X	X	X		X	X	X	X	Note 5	Note 5	Note 5	
38	Build Date	X	X	X						X	X	X	
39	Date Record was Last Accessed									X	X	X	
40	Reference Number	Note 3	Note 3	Note 3		Note 3	Note 3	Note 3	Note 3	Note 3	Note 3	Note 3	
41	Loop Length (Copper)	X	X	X						X	X	X	X
42	Loop Length (Fiber)	X	X	X						X	X	X	

NOTES:

General: 'X' denotes the value will be returned, when available, as specified in the data Element Definition. Shaded boxes indicate the data is never available or applicable to that Loop Qual request type and/or region.

***AIT:** AIT region not currently scheduled for implementation of the Loop Qual application. Information shown reflects current pre-Loop Qual application state only.

Note 1: Load Coils assumed in Design data if Total Loop Length > 18,000 feet.
Note 2: Total length of Bridge Tap stored in LFACS. Location is shown as end of segment.
Note 3: Values provided by the user on the input messages are included in the response message.
Note 4: Values provided based on default cable & pair via access to LoopQual host.
Note 5: Generally will contain the TAPER code except when the address information provided is insufficient to determine loop makeup in which case an error code is returned in this field. See table below

Code	Rejection Message	Description
X01	Suite, floor, or apartment number is missing	The CLEC's request does not have the appropriate suite, floor or apartment number.
X02	Numeric address provide is out of range high	The numeric address the CLEC provided is out of range high in relationship to the engineering records.
X03	Numeric address provide is out of range low	The numeric address the CLEC provided is out of range low in relationship to the engineering records.
X04	Street name is not valid	The engineer is unable to find the street name that the CLEC requested
X05	The assignable house number (AHN) is invalid/missing	The AHN is either missing, invalid, or cannot be found by the engineer on the CLEC request.
X06	Address Other	Anything that is not covered above would fall in this category. This will require the CLEC to contact the LSC and work with the engineer as to the reason.

Loop Qual Data Elements by Qualification Type by Region

Loop Qual Type Definitions:

Design data is stored in Loop Qual and refreshed monthly. It is sourced from: LFACS Disturbers, LFACS Term Default Ca/Pr, LEAD Taper_DA, LEAD LU_Address, PLAN DA Ga Break. Design data is loaded by Wire Center and rolled up by DA (Distribution Area).

Actual data is provided from mechanized outside plant records.

Manual Loop Request data is created upon request by an engineer from sources including LFACS, and paper records and is stored in the UTDB for 90 days.

Data Element Definitions:

1. **Total Loop Length; LOOP_LNGTH_NBR; LFACS (PB/NB, SWBT, SNET) ARES (AIT),** **the sum of all copper wire segments in a loop as measured starting from the CO Frame and ending at the Serving Terminal. Expressed in thousands of feet.**
2. **Loop Length by Segment; FN_LNGTH_NBR; LFACS (PB/NB, SWBT, SNET) ARES (AIT),** the length of copper wire within each loop segment (F1, F2 .. Fn)
3. **Loop Length by Gauge; LOOP_LNGTH_GAUG_X_NBR; LFACS (PB/NB, SWBT, SNET) ARES (AIT),** the total length of all copper wire in a loop summed by wire gauge (19, 22, 24, 26). Non-standard wire gauges are treated as the next smaller (larger number) standard gauge. Aluminum wire gauges are treated as 2 sizes smaller standard copper wire gauges.
4. **26 gauge equivalent loop length; EQ26_LOOP_LNGTH_NBR; CALCULATED,** the sum of all copper wire lengths after conversion to 26 gauge equivalent using the following multipliers: 19 gauge = 0.41, 22 gauge = 0.64, 24 gauge = 0.80, 26 gauge = 1
5. **Quantity of load coils,** shows count of load coils present on loop.
6. **Length of bridged taps, BRDG_TAP_LOC_LNGTH_NBR; LFACS (PB/NB, SWBT, SNET) ARES (AIT),** length (in kilofeet) of total bridged tap associated with the loop.
7. **Loop Medium Type; LOOP_MEDM_TYPE_CD; LFACS (PB/NB, SWBT, SNET) ARES (AIT),** 'A'=copper, 'B'=pair gain, 'C'=copper/DLC, 'D'=FTTC, 'E'=DAML
8. **Overall Qualification Status,** Color text field. Calculated from 26 gauge equivalent loop length: <=12,000 feet = 'GREEN', >12,000 <=17,500 feet = 'YELLOW', >17,500 feet = 'RED'. If PRESENCE OF PAIR GAIN field >0 then Color = 'RED' regardless of loop length.
9. **Source of data; LOOP_TYPE_CD;** indicates the event type which generated the particular Loop Qual data return; Design = 'B', Actual LFACS = 'A', Manual (MLR) = 'C'
10. **Location of load coils; LOAD_COIL_LOC_LNGTH;** length (in kilofeet) of each occurrence of load coil from the central office.
11. **Presence of repeaters, REPEATER_QTY; ARES (AIT) No mechanized source (PB/NB, SWBT, SNET),** This field of information will be returned in SWBT, PAC and SNET as part of the manual response from an Engineer.
12. **Location of repeaters; REPEATER_LOC_LNGTH; ARES (AIT) No mechanized source (PB/NB, SWBT, SNET),**
13. **Type of repeaters; REPEATER_AGGR; ARES (AIT) No mechanized source (PB/NB, SWBT, SNET),**
14. **Quantity of repeaters; REPEATER_QTY; ARES (AIT) No mechanized source (PB/NB, SWBT, SNET),**
15. **Type of plant (aerial or buried),** 'A' = aerial, 'B' = buried, 'U' = underground
16. **Location of bridged tap; BRDG_TAP_LOC_LNGTH;** length (in kilofeet) of each occurrence of bridge tap from the central office.
17. **Quantity of bridged tap by occurrence,**
18. **Location of bridged tap by occurrence,**
19. **Location of range extenders; RANGE_EXT_LOC; LFACS (PB/NB, SWBT, SNET),** when range extenders are present they are located in the CO. Value set to 'A' if range extender present.
20. **Location of pair gain devices,**
21. **Type of Digital Loop Carrier (DLC),**
22. **Location of DLC,**

Loop Qual Data Elements by Qualification Type by Region

23. **Presence of disturbers in same or adjacent binder groups**,
24. **Presence of Remote Switching Unit (RSU); RMT_SW_UNIT_IND**, indicates that the loop originates at a Remote Switching Unit (RSU). Values are 'Y' or blank.
25. **Location of Remote Switching Unit (RSU)**,
26. **Type of Remote Switching Unit (RSU); RMT_SW_UNIT_TYPE_CD**, indicated type of Remote Switching Unit (RSU), Example = 'RSS'.
27. **Resistance zone; RSST_ZONE_NBR**, resistance zone of loop specified in Ohms (hundreds), Example '13' = 13,000 ohms.
28. **Presence of ADSL Capable Remote Terminal (RT)**,
29. **Presence of Non-ADSL Capable Remote Terminal (RT)**,
30. **Availability of ADSL capable RT**, Values provided by PRONTO via access to LoopQual host.
31. **Target deployment date of ADSL capable RT**, Values provided by PRONTO via access to LoopQual host.
32. **Location of ADSL capable RT by address**,
33. **Location of ADSL capable RT by CLLI**, Values provided by PRONTO via access to LoopQual host.
34. **Location of non-ADSL capable RT by address**,
35. **Location of non-ADSL capable RT by CLLI**,
36. **Wire Center Code (NPANXX)**,
37. **Taper Code**,
38. **Build Date**, **Design**; date design record was created, **Manual**; date engineer completed the MLR.
39. **Date Record was Last Accessed**, date this record was last accessed. Only applies to Manual Loop Request.
40. **Reference Number**, 16 character field (optional) provided by requestor and echoed back with Loop Qual return.
41. **Loop Length (Copper)**, length of loop from RT to serving terminal. Only populated when a Remote Terminal (RT) present on loop.
42. **Loop Length (Fiber)**, length of loop from CO to RT. Only populated when a Remote Terminal (RT) present on loop.

CLEC Access to SBC
Operations Support Systems (OSS)

Ameritech (AIT)
Nevada Bell (NB)
Pacific Bell (PB)
Southern New England Telephone (SNET)
Southwestern Bell Telephone (SWBT)

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PRE-ORDERING

Pre-ordering functionality includes:

- Address Validation
- Common Language Location Indicator Inquiry (CLLI)
- Connecting Facility Assignment Inquiry (CFA)
- Customer Service Information Inquiry (CSI)
- Digital Subscriber Loop (DSL) Pre-qualification Inquiry
- Directory Listings Information
- Dispatch Inquiry
- Due Date Inquiry
- Feature/Service Availability Inquiry
- Network Channel/Network Interface (NC/NCI) Inquiry
- PIC/LPIC Inquiry
- Tel Number Inquiry/Reservation/Cancellation
- Loop Qualification and Loop Pre Qualification

DataGate (NB, PB, SWBT)
(Resale and UNE)
DataGate is an application-to-application interface that allows CLECs to use their own user interface to interactively access PB/NB/SWBT pre-ordering information. DataGate provides CLECs with all pre-ordering functions listed above.

Verigate (NB, PB, SWBT)
(Resale and UNE)
Verigate is a Graphical User Interface (GUI) that resides on the Toolbar and is used by CLECs to perform those preordering functions mentioned above.

TCNet (AIT)
TCNet is a web-based Graphical User Interface (GUI) that provides CLECs the ability to: retrieve a CSR; validate an address; check feature availability at a Central Office (CO); verify a switch type at a CO or by NPA-Nxx, identified by CLLI; verify Yellow Page heading codes; perform DSL loop qualification; order status inquiry; and Directory name inquiry.

CCToolbar (SNET)
(Resale)
CCToolbar is an application off of the WCIWin platform, which allows you to have access to the following preorder applications: White Page Listings, Yellow Page Headings, Street Address Guide, Facilities (Loop Qualification), Local Number Portability and Customer Information.

Custom CCToolbar (SNET)
(UNE)
Custom CCToolbar is an application off of the WCIWin platform, which allows you to have access to the following preorder applications: Street Address Guide and Facilities (Loop Qualification).

Electronic Bonding Interface (EBI) for Local Pre-Ordering (NB, PB, SWBT)
(Resale and UNE)
Electronic Bonding Interface (EBI) enables a CLEC the ability to request local pre-ordering information via EDI/SSL3 or CORBA/IDL protocol. Information available is based upon industry standards and will be enhanced as the standards are approved. Current functionality includes:

- Address Validation
- Customer Service Inquiry (CSI)/Listing Inquiry
- Feature and Service Availability (including PIC)
- Scheduling Inquiry/Availability/Dispatch Inquiry and Due Date Inquiry
- Telephone Number Selection and Cancel TN Selection

EDI (AIT)
(Resale and UNE)
CLECs have the ability to submit EDI pre-ordering requests to gather information prior to submitting an order to Ameritech. Current functionality includes:

- CSR (Customer Service Record) retrieval
- Telephone Number identification requests/reservations
- Due Date reservation
- Address validation
- Working telephone number inquiry
- Order status inquiry
- Carrier availability
- Network Channel/Network Channel Interface inquiry
- Feature/Service availability inquiry
- DSL loop qualification
- Connecting Facility Assignment inquiry

Data Validation Tools (AIT)
(Resale and UNE)
CLECs have the ability to receive validation tools from Ameritech, in one of two other mechanisms: Monthly updates distributed on CDRom; or downloads of files via Connect:Direct initiated by the Telecommunications Carrier. These files are updated nightly and available for download on a regular basis.

Data validation files available for download are:

- Address validation
- Feature availability
- Directory names
- Yellow page headings
- Class of Service
- USOCs
- Service features

MSAP/EDI (SNET)
(Resale and UNE)
MSAP enables a CLEC the ability to request local pre-ordering information via EDI protocol. Information available is based upon industry standards and will be enhanced as the standards are approved. Current functionality includes:

- Street Address Validation
- Directory Listings Inquiry
- Telephone Number Requests/Assignment
- Telephone Number Return
- Customer Service Inquiry
- Service Availability Date
- Feature Availability
- Loop Qualification

Electronic Forms (SNET)
(Resale)
EF is a mechanized workflow automation system used to assist in preordering and pre-provisioning a specific set of complex resale services. EF enables a CLEC service representative to initiate and monitor the process flow required to preorder and pre-provision the specific set of complex services.

ORDERING/PROVISIONING

Starwriter (PB)
(Residence Resale)
Starwriter, accessed via the Toolbar, is an on-line, menu-driven, English language order entry system with flow-through capability for single line residential Resale services. Pre-ordering functions such as CSR, Reserve Telephone Number, Due Date information, PIC, Service Availability, and Address Validation are integrated with the ordering process

B-EASE (SWBT)
(Business Resale)
Business Easy Access Sales Environment (B-EASE) supports full service order generation and flow-through capability for basic business resale accounts up to 30 lines using a GUI front-end. Pre-ordering functions such as CSR, Reserve Telephone Number, Due Date information, PIC, Service Availability, and Address Validation are integrated with the ordering process.

C-EASE (SWBT)
(Residence Resale)
Consumer Easy Access Sales Environment (C-EASE) is an on-line, menu-driven, English language order entry system with service order generation and flow-through capability for residential Resale services. Pre-ordering functions such as CSR, Reserve Telephone Number, Due Date information, PIC, Service Availability, Address Validation, automatic product availability lists are integrated with the ordering process.

SORD (NB, PB, SWBT)
(Resale and UNE)
Service Order Retrieval Distribution (SORD) is an online application, which accepts, edits, stores and distributes orders for Resale and UNE basic and complex services. SORD utilizes USOCs and FIDs, without English identifiers. Preordering functions such as CSR and Due Date information are integrated with the ordering process.

Order Negotiation (SNET)
(Resale)
Order Negotiation is a Visual Basic GUI application that assists in direct service order entry by interfacing with and providing a front-end to the Telco service order system. The Order Negotiation application provides an "electronic" service order that facilitates ordering of simple and complex services using Universal Service Order Codes (USOCs) and Field Identifiers (FIDs).

WSNAP (SNET)
(Resale)
W-SNAP is a service order negotiation system designed to assemble and format service order information for simple services (i.e., POTS-like services including CSF I) without requiring user entry of USOCs. Due date information, telephone number assignment, White Page listing information, and address validation are integrated into the negotiation process.

EDI (AIT)
(Resale, UNE, and UNE-P)
Following the standards set forth by Industry Standards bodies, TCs (Telecommunications Carriers) are provided the ability to submit LSR orders via EDI transactions for Resale, UNE and UNE-P services.
A CLEC has three options available for connecting to the Ameritech OSS gateway, for the purpose of submitting electronic orders: direct connection, use a VAN, or use a Service Bureau Provider. A CLEC is responsible for providing their own interface to the gateway.

MSAP/EDI (SNET)
(Resale and UNE)
Using the National Standard ordering format, MSAP Gateway provides CLECs the ability to send Local Service Request (LSR) for both Resale and Unbundled Network Elements (UNE). CLECs must develop their own front-end systems to create requests in LSR format. Acknowledgements, Firm Order Confirmations (FOC), Error Notifications, Jeopardy Notifications and Service Order Completions (SOC) are returned to the CLEC via EDI.

EDI Gateway (NB, PB, SWBT)
(Resale and UNE)
Using the National Standard ordering format, EDI Gateway provides CLECs the ability to send Local Service Request (LSR) for both Resale and Unbundled Network Elements (UNE). CLECs must develop their own front-end systems to create requests in LSR format. Acknowledgements, Firm Order Confirmations (FOC), Error Notifications, Jeopardy Notifications and Service Order Completions (SOC) are returned to the CLEC via EDI.

LEX (NB, PB, SWBT)
(Resale and UNE)
LSR Exchange (LEX) is a graphical user interface (GUI), launched via the Toolbar, that allows CLECs to create and submit industry standard Local Service Requests (LSRs) for ordering Resale and Unbundled Network Elements (UNE) services. LEX provides Error Notification, Firm Order Confirmations (FOC), Services Order Completion (SOC) and Jeopardy Notifications.

Order Status (NB, PB, SWBT)
(Resale and UNE)
Order Status is an online GUI application that is launched via the Toolbar so that CLECs can view status of service orders for both Resale and UNE requests.

Order Status allows CLECs the following capabilities:

- View pending service orders by Circuit ID, Telephone Number, or Service Order Number
- View all pending service orders for their Operating Company Number (OCN)
- View completed service orders within a date range by Telephone Number or Service Order Number.

POS (NB, PB, SWBT)
(Resale and UNE)
Provisioning Order Status (POS) is an online GUI application that is launched via the Toolbar. POS provides current status of a service order in the provisioning process. This includes information to determine pending or dispatched status of a service order. POS searches by order number, telephone number, or OCN. The POS system displays:

- Dispatch Information
- Current Order Status
- Work load Information
- Dispatch Notes

Dispatchable Orders (SNET)
(Resale)
Dispatchable Orders accesses the work force administration applications for status and activity information on dispatchable orders. Dispatchable orders are displayed to a user only if the customer account belongs to the CLEC.

REPAIR & MAINTENANCE

Trouble Administration (NB, PB, SWBT)
Trouble Administration is an on-line GUI application launched via the Toolbar. Trouble Administration allows CLECs to:

- Request a Mechanized Loop Test on Resale, Port and Loop with Port accounts
- Issue trouble tickets on Resale, Port, Loop with Port, and Loops
- View status of pending trouble tickets
- View circuit information
- View closed trouble tickets

Repair (SNET)
This application accesses the repair system using terminal emulation to provide current and previous repair history, account information, and last completed order activity on a customer's account. Repair history is displayed to a CLEC user only if the customer account belongs to the CLEC.

Electronic Bonding Interface (NB, PB, SWBT)
Electronic Bonding Interface (EBI) is an application protocol that uses National ANSI T1.227 and ANSI T1.228 standard to provide CLECs dynamic access to trouble functionality. The functions available are as follows:

- Submit trouble reports on Resale accounts, Loop With Port, Port, and Loops
- Perform Mechanized Loop Test on Resale accounts, Port, and Loop with Port accounts.
- Receive trouble status updates
- Receive trouble closure information

Electronic Bonding/Trouble Administration (AIT)
The Electronic Bonding/Trouble Administration system (EB/TA II) is designed to allow Ameritech and its customers to electronically exchange trouble ticket information via an Application to Application Interface (App-to-App) or via a Web-Based Graphical User Interface (GUI-Web).

MSAP/EDI (SNET)
Trouble Administration requests and responses are provided across the SNET CLEC Mechanized Interface using X12 142 transaction set. The EDI 142 transaction is used by the CLEC to initiate a trouble administration transaction, and, by SNET for its responses. Requests are individually submitted on an event-driven basis. Requests are immediately processed and the appropriate response returned to the requester. The functions available are as follows:

- Trouble Status Inquiry

- Create/Update Trouble Report
- Close Trouble Report
- Mechanized Line Test (MLT)
- Trouble Report History

PBSM (NB/PB)
(Resale and UNE)
Pacific Bell Service Manager (PBSM) is an on-line interface which allows CLECs to:

- Perform Mechanized Loop Test on Resale and Loop with Port accounts
- Issue trouble tickets on Resale accounts, Loop with Ports, Port and Loops
- View status
- View trouble history